Exhibit 300: Capital Asset Plan and Business Case Summary
Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. Date of Submission: 2010-03-19 19:33:20

2. Agency: 025

3. Bureau: 00

4. Name of this Investment: OCIO - 1768070-1067780 - Departmental IT Infrastructure

5. Unique Project (Investment) Identifier: 025-00-02-00-01-1540-00

6. What kind of investment will this be in FY 2011?: Operations and Maintenance
- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. What was the first budget year this investment was submitted to OMB? *

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.

 This investment provides HUD with a modernized IT infrastructure service contract to support its Program Areas. The Department's IT infrastructure services are provided by HUD's Information Technology Services (HITS) contract through a firm fixed-price, performance based solution, and provides a full suite of all enterprise-wide IT infrastructure services for the Department. HITS performance is measured using incentives/disincentives based Service Level Agreements.   The enterprise-wide infrastructure supports approximately 12,000 end users and over 200 business applications. Ongoing infrastructure services include 24X7 state-of-the-art Data Center, enterprise-wide collaboration capabilities, desktop and laptap services, blackberry services, and a built-in technology refreshment which ensures that the underlying infrastructure continues to meet HUD's business needs as techology advances. HUD's modernized IT infrastructure, delivered through HITS, enhances customer productivity, improves delivery of HUD information and services, and provides a robust and reliable infrastructure. The HITS outsourced model provides services that reduces redundancy through enterprise-wide hardware and software consolidation and standardization, optimizes resources through virtualized data center and storage technologies, and is tightly aligned with HUD's enterprise architecture. This investment includes transition costs for a new infrastructure solution planned by August 2011. The approved acquisition plan for the new infrastructure solution is planned to be completed by March 1, 2010. The Assistive Technology program provides equipment, testing, installation, maintenance and training for the Department's 400+ disabled employees that require special IT accommodations. The IV&V component provides oversight of daily operations of the infrastructure contracts and ensures that the Department receives the services and projected service levels as defined in each contract to ensure HUD's customer satisfaction expectations are met. This oversight helps to control costs and manage technical risks. This component also provides IV&V of security functions and incident response support.

    a. **Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned)alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**

9. Did the Agency's Executive/Investment Committee approve this request? *

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a. **If "yes," what was the date of this approval?** *

10. Contact information of Program/Project Manager?
- **Name:** *
- **Phone Number:** *
- **Email:** *

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? *
- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

a. **If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one):** *
  - computer system security requirement;
  - internal control system requirement;
  - core financial system requirement according to FSIO standards;
  - Federal accounting standard;
  - U.S. Government Standard General Ledger at the Transaction Level;
  - this is a core financial system, but does not address a FFMIA compliance area;
  - Not a core financial system; does not need to comply with FFMIA

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Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)								
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
SUBTOTAL:	*	*	*	*	*	*	*	*	*
Government FTE Costs should not be included in the amounts provided above.								
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
TOTAL(including FTE costs)	*	*	*	*	*	*	*	*	*

2. If the summary of funding has changed from the FY 2010 President's Budget request, briefly explain those changes:
*

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Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table 1: Contracts/Task Orders Table											
Contract or Task Order Number	Type of Contract/Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
C-OPC-22807	HITS/Lockheed Martin (HITS/LM); Transition period In and Out is cost reimbursable; annual operations are fixed price; contract provides main IT infrastructure services to the Department, along with EDS	Y	2005-01-21	2005-02-01	2015-07-31	$404.1	*	*	*	*	*
C-OPC-22810	HITS/Electronic Data Systems (HITS/EDS); Transition period In and Out is cost reimbursable; annual operations are fixed price; provides main IT infrastructure services to the Department, along with Lockheed Martin	Y	2005-01-21	2005-02-01	2015-07-31	$411.0	*	*	*	*	*
C-OPC-23548	Labor hour contract provides Independent Verification and Validation services	Y	2010-02-26	2010-02-26	2015-02-25	$17.5	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:
*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? *
    a.**If "yes," what is the date?** *

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Section D: Performance Information (All Capital Assets)

				Table 1: Performance Information Table			
Fiscal Year	**Strategic Goal(s) Supported**	**Measurement Area**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
2015	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of requests for disabled new-hires provided with required IT accommodations within 48 hours for equipment kept in stock/30 days for specialized equipment not in stock	90% of all requests	100% of all requests	Results will be reported in FY15
2007	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of requests for disabled new-hires provided with IT accommodations within 48 hours for equipment in stock/30 days for specialized equipment not in stock	90% of all requests	95% of all requests	100% for the reporting period 9/30/07
2008	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of customers who rate the HITS contractor's service good or excellent in their responses to regularly administered surveys that rate the contractor's performance	80% of customers	90% of customers	98% for the reporting period 7/31/08
2013	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of requests for disabled new-hires provided with required IT accommodations within 48 hours for equipment kept in stock / 30 days for specialized equipment not in stock	90% of all requests	100% of all requests	Results will be reported in FY13
2008	Goal E: Embrace High Standards of	*	*	Increase percentage of requests for	90 % of all requests	98% of all requests	99% for the reporting period 9/30/08

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Table 1: Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Ethics, Management and Accountability			disabled new-hires provided with required IT accommodations within 48 hours for equipment kept in stock/30 days for specialized equipment not in stock.			
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of data center problems resolved on time	90% of data center problems resolved on time	96% of data center problems resolved on time	100% for the reporting period 7/31/09
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of customers who rate the HITS contractor's service good or excellent in their responses to regularly administered surveys that rate the contractor's performance	80% of customers	91% of customers	97% for the reporting period 7/31/09
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of requests for disabled new-hires provided with required IT accommodations within 48 hours for equipment kept in stock/30 days for specialized equipment not in stock.	90% of all requests	99% of all requests	99% for the reporting period 9/30/09
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of requests for disabled new-hires provided with required IT accommodations within 48 hours for equipment kept in stock/30 days for specialized equipment not in stock	90% of all requests	100% of all requests	Results will be reported by 9/30/10
2014	Goal #5: Transform the Way HUD Does	*	*	Increase percentage of requests for	90% of all requests	100% of all requests	Results will be reported in FY14

Table 1: Performance Information Table							
Fiscal Year	**Strategic Goal(s) Supported**	**Measurement Area**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
	Business			disabled new-hires provided with required IT accommodations within 48 hours for equipment kept in stock/30 days for specialized equipment not in stock			
2007	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of customers who rate the HITS contractor's service good or excellent in their responses to regularly administered surveys that rate the contractor's performance	80% of customers	85% of customers	100% for the reporting period 7/31/07
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of requests for disabled new-hires provided with required IT accommodations within 48 hours for equipment kept in stock/30 days for specialized equipment not in stock	90% of all requests	100% of all requests	Results will be reported in FY11
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of help desk service calls resolved by the first call and increase percentage of customer satisfaction results for help desk services	40% first call resolution (FCR) and 80% customer satisfaction	57% first call resolution (FCR) and 97% customer satisfaction	Results will be reported by 9/30/10
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of customers who rate the HITS contractor's service good or excellent in their responses to regularly administered surveys that rate the contractor's	80% of customers	92% of customers	Results will be reported by 9/30/10

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Table 1: Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				performance			
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of time committed service levels are met for desktop and laptop service calls	90% of time committed service levels are met	96% of time committed service levels are met	98% for the reporting period 7/31/09
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of help desk service calls resolved by the first call and increase percentage of customer satisfaction results for help desk services	40% first call resolution (FCR) and 80% customer satisfaction	58% first call resolution (FCR) and 98% customer satisfaction	Results will be reported in FY11
2008	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of data center problems resolved on time	90% of data center problems resolved on time	95% of data center problems resolved on time	83% for reporting the period 7/31/08
2007	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of time committed service levels are met for desktop and laptop service calls	90% of time committed service calls are met	93% of time committed service levels are met	100% for the reporting period 7/31/07
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of time committed service levels are met for desktop and laptop service calls	90% of time committed service levels are met	97% of time committed service levels are met	Results will be reported by 9/30/10
2007	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of data center problems resolved on time by severity	90% of data center problems resolved on time be severity	95% of data center problems resolved on time by severity	100% for the reporting period 9/30/07
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of customers who rate the HITS contractor's service good or excellent in their responses to regularly administered surveys that rate the contractor's	80% of customers	93% of customers	Results will be reported in FY11

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Table 1: Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				performance			
2008	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of help desk service calls resolved by the first call and increase percentage of customer satisfaction results for help desk services	40% first call resolution (FCR) and 80% customer satisfaction	55% first call resolution (FCR) and 95% customer satisfaction	63% for reporting the period 7/31/08
2008	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of time committed service levels are met for desktop and laptop service calls.	90% of time committed service levels are met	95% of time committed service levels are met	92% for the reporting period 7/31/08
2007	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of help desk service calls resolved by the first call and increase percentage of customer satisfaction	40% first call resolution (FCR) and 80% customer satisfaction	50% first call resolution (FCR) and 90% customer satisfaction	63% first call resolution (FCR) and 97% customer satisfaction for the reporting period 7/31/07
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of time committed service levels are met for desktop and laptop service calls	90% of time committed service levels are met	98% of time committed service levels are met	Results will be reported in FY11
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of help desk service calls resolved by the first call and increase percentage of customer satisfaction	40% first call resolution (FCR) and 80% customer satisfaction	56% first call resolution (FCR) and 96% customer satisfaction	69% first call resolution (FCR) and 97% customer satisfacation for the reporting period 7/31/09
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of data center problems resolved on time by severity	90% of data center problems resolved on time	98% of data center problems resolved on time	Results will be reported in FY11
2012	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of customers who rate the HITS contractor's performance good or excellent in their	80% of customers	94% of customers	Results will be reported in FY12

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Table 1: Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				responses to regularly administered surveys that rate the contractor's performance			
2013	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of time committed service levels are met for desktop and laptop service calls	90% of committed service levels are met	99% of committed service levels are met	Results will be reported in FY13
2013	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of customers who rate the HITS Contractor's performance good or excellent in their responses to regularly administered surveys that rate the contractor's performance	80% of customers	95% of customers	Results will be reported in FY12
2012	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of data center problems resolved on time by severity	90% of data center problems resolved on time	99% of data center problems resolved on time	Results will be reported in FY12
2012	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of time committed service levels are met for desktop and laptop service calls	90% of time committed service levels are met	99% of time committed service levels are met	Results will be reported in FY12
2012	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of requests for disabled new-hires provided with required IT accommodations within 48 hours for equipment kept in stock/30 days for specialized equipment not in stock	90% of all requests	100% of all requests	Results will be reported in FY12
2013	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of help desk service calls resolved by the first call and	40% first call resolution (FCR) and 80% customer satisfaction	59% first call resolution (FCR) and 99% customer satisfaction	Results will be reported in FY13

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Table 1: Performance Information Table							
Fiscal Year	**Strategic Goal(s) Supported**	**Measurement Area**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
				increase percentage of customer satisfaction results for help desk services			
2013	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of data center problems resolved on time by severity	90% of data center problems resolved on time	99% pf data center problems resolved on time	Results will be reported in FY13`
2014	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of customers who rate the HITS contractor's performance good or excellent in their responses to regularly administered survyes that rate the contractor's performance	80% of customers	95% of customers	Results will be reported in FY14
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase percentage of data center problems resolved on time by severity	90% of data center problems resolved on time	97% of data center problems resolved on time	Results will be reported by 9/30/10
2014	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of help desk service calls resolved by the first call and increase percentage of customer satisfaction results for help desk services	40% first call resolution (40%) and 80% customer satisfaction	60% first call resolution (FCR) and 99% customer satisfaction	Results will be reported in FY14
2014	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of data center problems resolved on time by severity	90% of data center problems resolved on time	99% of data center problems resolved on time	Results will be reported in FY14`
2015	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of customers who rate the HITS contractor's performance good or excellent in their responses to regularly administered survyes that rate the	80% of customers	95% of customers	Results will be reported in FY15

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Table 1: Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				contractor's performance			
2015	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of data center problems resolved on time by severity	90% of data center problems resolved on time	99% of data center problems resolved on time	Results will be reported in FY15
2015	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of time committed service levels are met for desktop and laptop service calls	90% of time committed service levels are met	99% of time committed service levels are met	Results will be reported in FY15
2012	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of help desk service calls resolved by the first call and increase percentage of customer satisfaction results for help desk services	40% first call resolution (FCR) and 80% customer satisfaction	59% first call resolution (FCR) and 99% customer satisfaction	Results will be reported in FY12
2014	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of time committed service levels are met for desktop and laptop service calls	90% of time committed service levels are met	99% of time committed service levels are met	Results will be reported in FY14
2015	Goal #5: Transform the Way HUD Does Business	*	*	Increase percentage of help desk service calls resolved by the first call and increase percentage of customer satisfaction results for help desk services	40% first call resolution (FCR) and 80% customer satisfaction	59% first call resolution (FCR) and 99% customer satisfaction	Results will be reported in FY15

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Part III: For "Operation and Maintenance" investments ONLY (Steady State)

Section A: Cost and Schedule Performance (All Capital Assets)

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline

Description of Milestones	Planned Cost ($M)	Actual Cost ($M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY2002 Maintenance	$120.0	$120.0	2001-10-01	2001-10-01	2002-09-30	2002-09-30	100.00%	100.00%
FY2011 Infrastructure Operations and Maintenance	*	*	2010-10-01		2012-07-31		0.00%	0.00%
FY2012 Infrastructure Operations and Maintenance	*	*	2011-10-01		2013-07-31		0.00%	0.00%
FY2013 Infrastructure Operations and Maintenance	*	*	2012-10-01		2014-07-31		0.00%	0.00%
FY2003 Maintenance	$111.2	$111.2	2002-10-01	2002-10-01	2003-09-30	2003-09-30	100.00%	100.00%
FY2004 Maintenance	$143.3	$143.3	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
FY2005 Maintenance	$194.5	$194.5	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
FY2006 Maintenance	$107.0	$107.0	2005-10-01	2005-10-02	2006-09-30	2006-09-30	100.00%	100.00%
FY2007 Maintenance	$109.2	$109.2	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY2008 Maintenance	$112.3	$112.3	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY2009 Maintenance	$121.9	$121.9	2009-08-01	2009-08-01	2010-07-31	2010-07-31	100.00%	100.00%
FY2010 Infrastructure Operations and Maintenance	$162.0	$5.3	2009-10-01	2009-10-01	2011-07-31		3.00%	3.00%
FY2014 Infrastructure Operations and Maintenance	*	*	2013-10-01		2014-07-31		0.00%	0.00%
FY2015 Infrastructure Operations and Maintenance	*	*	2014-10-01		2015-07-31		0.00%	0.00%

* - Indicates data is redacted.